

# Care Team Integration Update: Client Communications Agency-Wide

## All-Staff Meeting

May 9, 2019



## Recap: Increasing Client Familiarity with Care Teams

We're:

- Talking about care teams with clients
- Making team colors much more visible—strengthening their “brands”

We started with the Yellow Team...now we're beginning to expand agency-wide.



# Talking about Care Teams with Clients

During each visit, care team members tell clients about their care team. It takes less than 10 seconds...

**“You’re on the [Insert color] Care Team. As your [NP/CM/RN/MD/CHW/LCSW/MA], I’m part of the [Insert color] Care Team and we work together to coordinate your care.”**

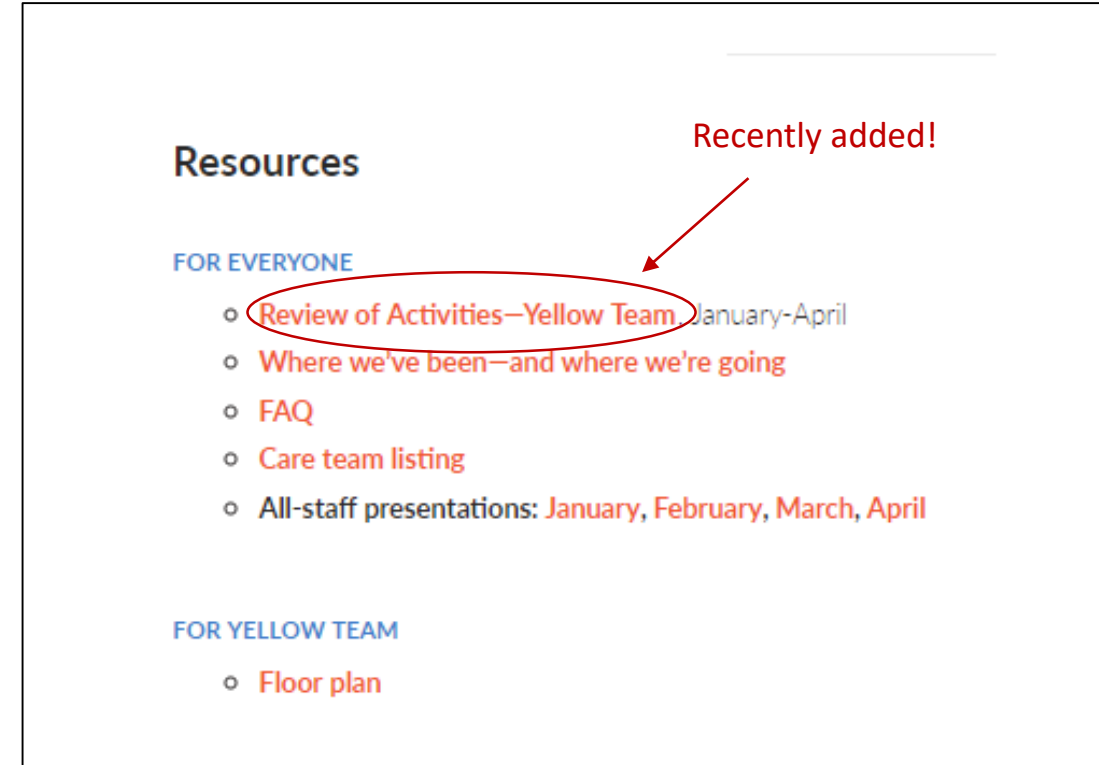
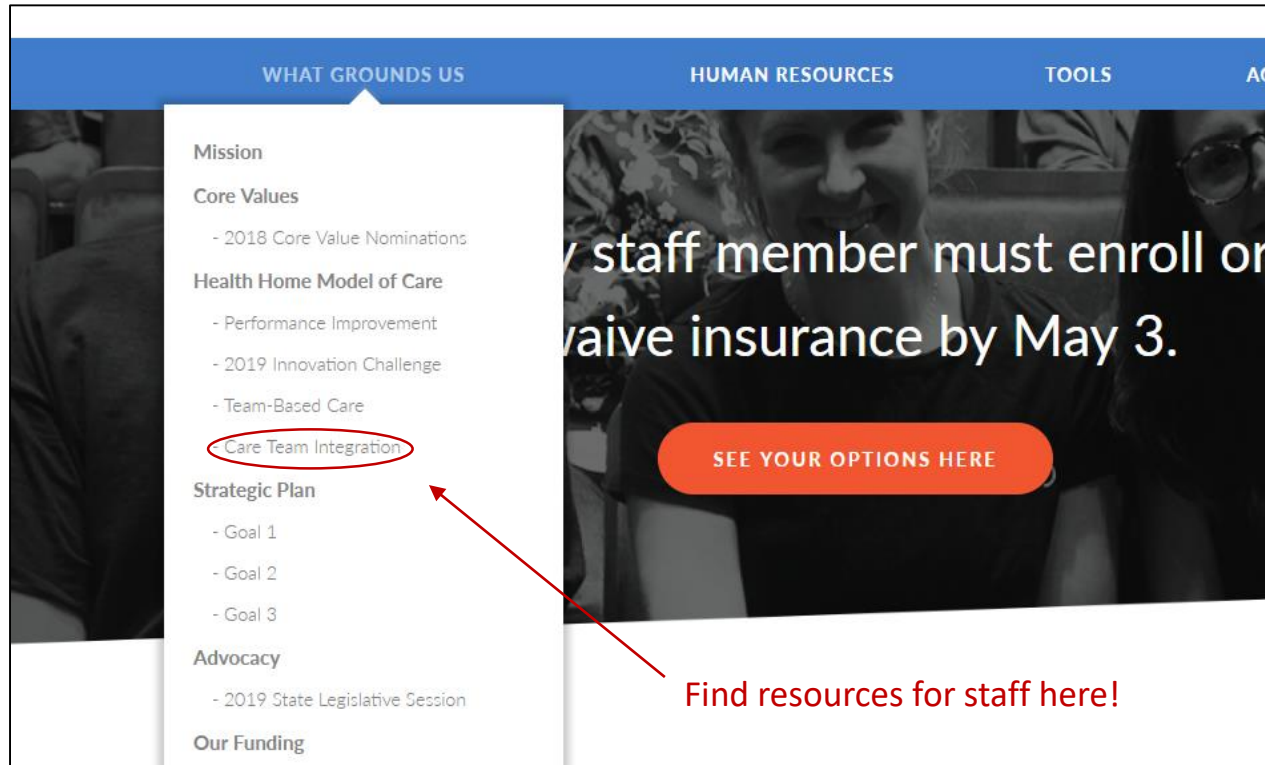


# Branding—New Appointment Cards

- CAAs give clients appointment cards based on care team
- Providers also have appointment cards on-hand
- Providers write their names on appointment cards
- Appointment cards are available in the mailroom or CAA desks



# Reminder: Check the portal!



## Coming soon...

- Color care team stickers on name plates
- Huddles across all teams

# Questions?

